*VOLUME 6 • Issue 7* *July 2003*

# Maine IS Technology

*A publication featuring the Information Services technology of Maine State Government*

## Maine Computer Crimes Task Force, *A Brief History*

**By Michael Webber, Maine Office of the Attorney General**

*In July of 2000 an Eastport man tried to have his twelve-year-old daughter kidnapped and sexually assaulted. The deal was proposed through an Internet chat room to a man from central Maine who reported it to police. The man from Eastport, the girl's father, went as far as to give directions to his daughter's home, a description of his daughter, and a detailed description of how he wanted the crime committed. Shockingly, this was not the first time he had tried this. It was however the first time it was reported to the newly created Maine Computer Crimes Task Force.*

Within hours, Task Force investigators, working with detectives from the Maine State Police, having only the father's e-mail address and a printed copy of the on-line conversation, tracked the offender to his home in Eastport, Maine.

A criminal case was quickly put together and measures were taken to protect the young girl. Her father was soon charged with Solicitation to Commit Kidnapping and Sexual Assault. He later admitted to the crimes and was convicted in Maine Superior Court.

This is only one of the many success stories involving the Vassalboro based hi-tech crime unit. The Maine Computer Crimes Task Force has been called upon to assist in homicide and drug trafficking investigations, stalking, domestic violence and harassment cases, even a bank robbery when a computer was used to plan the offense. The priority and majority of their work however surrounds the often-endless cases of Internet Child Exploitation.

The Maine Computer Crimes Task Force was formed in 1999 when a partnership was forged with New Hampshire and Vermont Police to create the Northern New England Internet Crimes Against Children Task Force. The Office of Juvenile Justice and Delinquency Prevention (OJJDP, http://ojjdp.ncjrs.org) funded the pilot project. The tri-state law enforcement team mirrors the Maine law enforcement unit by focusing on investigations, public outreach, and law enforcement training. The pilot project has been so successful that twenty more sites have been funded around the nation.

The Maine Computer Crimes Task Force has three full time staff members consisting of a detective from the Lewiston Police Department and the Maine State Police; both of which are donated by their respective agencies. A third member, the supervisor of the unit, was added nearly two years ago through a budget awarded through the legislature.

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*The Maine Computer Crimes Task Force Computer Forensic Lab at the Lewiston Police Department*

## Oceans of Information DMR's ArcIMS Projects

**By Seth Barker, Linda Mercer & Tom Lynch**

*Information on molluscan shellfish closures due to "Red Tides" and results of lobster sampling programs can be found at http://megisims.state.me.us/dmr_redtide/ and http://megisims.state.me.us/dmr_lobster/. Web pages are currently under development for the Maine Department of Marine Resources (DMR) website (http://www.maine.gov/dmr/) that will link to these sites and describe the DMR's lobster and Red Tide sampling programs, and how to use the sites.*

Northern Geomantics, Inc. of Hallowell, Maine developed the Internet-based spatial information systems using ArcIMS as the mapping engine to provide the fishing industry and general public with up-to-date information on shellfish openings and closings resulting from red tides and annual updates of lobster landings and sampling programs by county and zone. The applications reside on the MEGIS ArcIMS and web server infrastructure. Data driving the applications are contained in an Oracle database housed at the Bureau of Information Services (BIS) and will soon be

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### IN THIS ISSUE:

## Computer Crimes Task Force, cont.

These three officers form the investigative and forensic component of the task force.

They are responsible for coordinating computer crime investigations state-wide, but focus primarily on conducting computer forensic investigations; a skill which they have developed over a three year period and throughout hundreds of hours of classroom, practical exams, and certification exams. To date, they have conducted over 600 forensic computer exams of laptop, tower and desktop computers, Palm Pilots, and even digital cameras; a daunting task when one considers that each exam may take up to eighty hours. Two Assistant Attorney Generals from the Maine Office of the Attorney General provide the task force with legal support.

The task force also includes representatives of local law enforcement agencies who have been designated by their chief or sheriff as responsible for investigating crimes involving computers. They are trained by task force staff to investigate basic complaints and process computer crime scenes so that the evidence may be taken to the task force lab for forensic exam. The primary focus of these members though, is to provide outreach training in their respective communities. They offer courses on protecting children online to teachers, community groups, and school children. The programs are nationally recognized and no doubt help in protecting our children's safety on-line.

The members of the task force are considered experts in their highly evolving and technical field. The Task Force itself has served as a model nationwide. Staff has spoken at national Internet Crimes Against Children Conferences regarding techniques and protocols developed by its members. In one investigation, in which over 150 suspects in Maine were connected to a web site that sold access to child pornography, Maine held one of the highest prosecution percentages of all the thirty Internet Crime Against Children units.

The Task Force continues to expand its coverage state-wide through regionalization. A second computer forensic lab has been constructed at the Maine Criminal Justice Academy in Vassalboro. Two of the three full time staff members have moved to that location, while a satellite lab and one examiner has remained in Lewiston. This will provide better coverage and help to reduce the strain of evidence storage at the Lewiston Police Department.

*The Maine Computer Crimes Task Force's newly renovated computer forensic lab, located at the Maine Criminal Justice Academy.*

In conclusion, the Maine Computer Crimes Task Force has been a huge success. It is an example of successful collaboration between local, county, and state law enforcement, prosecutors and the public. It serves as a model nationwide and continues to serve as the only computer forensic lab in the State of Maine.

If you would like more information about the Maine Computer Crimes Task Force, please contact Sergeant Glenn Lang at 877-8081. You may visit their web site at www.mcctf.org.

*Detective Webber is a certified forensic computer examiner and served full time on the task force prior to joining the Maine Office of the Attorney General. He can be reached at 626-8594.*

### *Did You Know*

The Judicial Branch has a new website (*http://www.courts.state.me.us/*)? In addition to providing citizen, juror, and historical information, the site includes press releases, an opinion and orders search engine, etc. Check it out!

*The Kennebec County courthouse was designed in 1828 and completed in 1830. It became the first building in Maine with the temple front motif of the new Greek Revival style.*

## DMR's ArcIMS Projects, cont.

part of a larger marine science database that will provide central storage and wider access to DMR data.

**Red Tides Information System:** A primary objective of the DMR is to ensure that Maine will maintain a zero tolerance level of seafood-related illness. The landed value of Maine's molluscan shellfish resources, including soft-shell clams, blue mussels, and ocean quahogs, was $26.2 million in 2002, which translates into an estimated $32.7 million contribution to the Maine economy. A major factor affecting the level of shellfish landings from year to year is the occurrence of Harmful Algal Blooms (HABs) or red tides that result in shellfish closures along the Maine coast. Blooms of toxin-producing dinoflagellates such as Alexandrium tamarense are a common seasonal occurrence in the Gulf of Maine.

Filter-feeding shellfish such as mussels, clams, oysters, and scallops can accumulate the toxins produced by A. tamarense resulting in Paralytic Shellfish Poisoning (PSP) if consumed. Maine has the largest biotoxin monitoring/testing program for PSP in the country with approximately 3,500 samples being run annually. In addition, a new volunteer Phytoplankton Monitoring Program was recently initiated to monitor HABs along the Maine coast in order to improve our understanding of the origin, cause, and occurrences of HABs.

The "Red Tides" information system allows access to spatial and tabular information related to red tides including shellfish closure lines, toxin results from shellfish sampling, remotely sensed satellite imagery, phytoplankton monitoring data, and basemap features for the coast of Maine. The system enables users to query current as well as historical species specific closures, results and locations of toxin and phytoplankton monitoring sites, and provides a novel approach to user selected satellite overlays of sea surface temperature and chlorophyll concentrations. Processed satellite data is provided by the University of Maine Satellite Oceanographic Data Laboratory and mirrored to a BIS server where it is supplied with the necessary geo-referencing file to make it available as a layer on the map.

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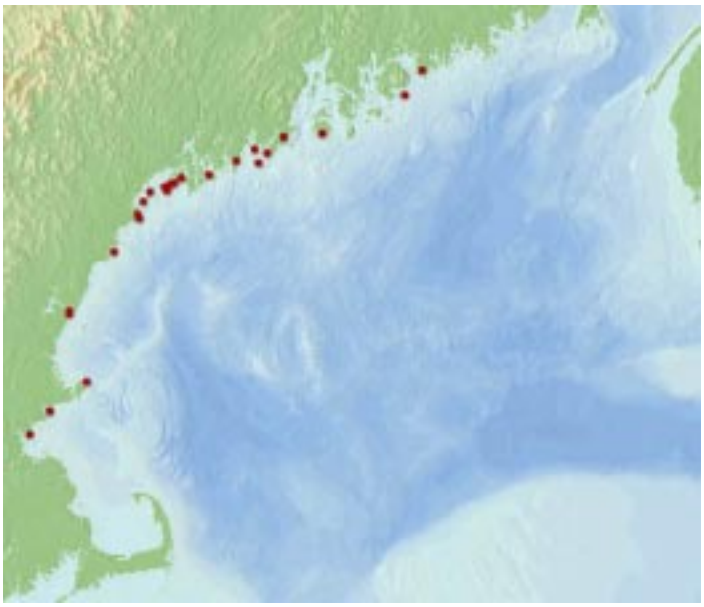
# Using Coded Wire Tags for Mark/Recapture Investigations of Juvenile Lobsters

**By Diane Cowan**

*Scientists at The Lobster Conservancy (TLC) are using coded wire tags to mark juvenile lobsters at three nursery areas on the Maine coast. The long-term mark/recapture studies are providing information on growth rates, seasonal migrations, and survival from year to year.*

There are many challenges involved in unveiling the secrets of the early life of lobsters – some practical, others technical. The most significant practical considerations include being able to find, and have access to, very small lobsters in nature. Post-larval lobsters settle to the sea floor at a length of only 0.5-0.75 inches, and are difficult to find and keep track of. To study growth and survival it is imperative to follow them through their first years of life.

Major technical problems arise due to the impossibility of using external markers (because they are lost when lobsters molt) and the difficulty of placing internal markers in such a way that they (1) are retained when the lobster sheds, (2) will not harm the lobster, and (3) will not harm or be consumed by humans. To solve the problem of finding and keeping track of young lobsters, TLC takes advantage of their use of nearshore habitats exposed at extremely low tides. The lobster nurseries currently censused by community volunteers for TLC's Juvenile Lobster Monitoring Program span from Massachusetts to Down East, Maine (see map).



To tag individual lobsters, TLC inserts tiny coded wire tags into the muscle at the tip of the second right walking leg using a modified 24-gauge hypodermic needle (see Northwest Marine Technology website; and figure on page 4). The tags measure 1 mm length x 1/4 mm diameter and are encoded with a numeric code that includes (1) an "agency" code, (2) a "batch" code, (3) and individual identification code that is specific to each lobster.

To identify a lobster that has been tagged and recaptured, the tag must be recovered and read using a dissecting microscope. Recaptured animals are then re-tagged. TLC scientists

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## DMR's ArcIMS Projects, cont.

**Lobster Spatial Information System**: A primary objective of the DMR is to conduct long-term monitoring programs to assess the status of the American lobster resource and provide information for management. The DMR's long-term lobster fishery monitoring has two components: a dockside sampling program and a sea sampling program. The dockside (port) sampling of Maine's commercial lobster fishery is conducted to collect data on the landed catch, as well as effort information. Sampling is conducted on ten days, which are randomly selected, each month, April through December.

The sea sampling program obtains information on total catch, both landed and discarded lobsters, along with ancillary biological and catch/effort data and fishing practice information. Biologists sample catches aboard 21 boats, three from each of the seven lobster zones, from May through November. Data collected from both sampling programs include: number of traps hauled for the day's catch, hours expended in hauling these traps, number of days these traps were set-over, type and amount of bait used, total number and type of traps being fished, distance from port traps are set, weight of the catch, number of lobsters caught, measurements of individual lengths and weights, and other biological characteristics of the catch.

The lobster spatial information system, also developed by Northern Geomantics, will enable the DMR, the lobster industry, and the general public to access and integrate results of these lobster sampling programs to better understand Maine's lobster fishery. The applications are data driven by user-initiated and pre-designed database queries that allow users to generate specific reports that contain results shown in a map-based and tabular format. The reports aggregate results to Maine lobster zones or counties for display and are generated from lobster port sampling data, sea sampling data, and landings.

*Linda Mercer has been the Director of the Maine Department of Marine Resources Bureau of Resource Management since 1995. She has a Ph.D. in Marine Science from the College of William & Mary's Virginia Institute of Marine Science, specializing in Fisheries Science, and worked for the North Carolina Division of Marine Fisheries for 12 years prior to moving to Maine. Her current responsibilities include planning and directing the research and monitoring programs to support marine fisheries management in Maine, the marine education programs, and the public health programs for shellfish.*

*Seth Barker is GIS manager and oil spill response coordinator for the MeDMR. In addition to supporting development of GIS capacity within the agency, he has had a number of coast-wide mapping projects. He has recently begun remapping eelgrass beds along the coast of Maine.*

*Tom Lynch is an employee of Northern Geomantics, Inc. of Hallowell, Maine (http://www.northgeo.com/) and may be contacted by calling (207) 623-9226.*

## Juvenile Lobsters, cont.

have tagged over 10,000 juvenile lobsters. Although individual lobsters have been captured on up to seven separate occasions, most lobsters are captured only once. About 10% are captured twice. The record length of time for following one individual is four years.

There is no visible indication that a lobster has been tagged. Therefore, each lobster is waved past a field detector (see figure) that recognizes the presence of any metal object – and especially the magnetic tag. If the lobster has been tagged the detector emits a high-pitched beep. It is important to make sure that no metal objects such as a watch or snaps on a jacket are worn because they interfere with detection of the tag. It is also a good idea to run each lobster past a powerful magnet to make sure that the tags are fully magnetized. Due to their small size, the metal characteristics alone can go undetected.

Web sites of interest.
http://www.nmt-inc.com/,
http://www.nmt-inc.com/Products/CWT/cwt.htm, www.lobsters.org.

*Questions? Contact the author by e-mailing dcowan@lobsters.org.*

***Note from Bob Drury, Maine State Retirement System, to* Identifying Lobsters Using Passive Integrated Transponder (PIT) Tags.**

I just read the Transponder Tag article in June Maine IS Tech — very interesting! I find this kind of study fascinating with the use of current technology, however I am curious as to any concern about these tagged lobsters being eaten by humans? If the tags are injected internally, then couldn't that end up on someone's steamed-lobster plate? Perhaps I'm missing something here.

Bob Drury

*I should have mentioned this in the article. Sorry. There are two major reasons I would not expect the PIT tags to be eaten by humans. Firstly, the lobsters are confined to an enclosure, so they cannot be fished. We do not use the tags in the wild. Secondly, the placement of the tag is such that consumption is unlikely. We've done a few tests with groups of visitors challenging them to find the tag during feeding... Few do.*

*Thanks for your interest,*
*Diane*

## Bureau of Information Services: Two Recently Redesigned Websites!

Last summer the Bureau of Information Services (BIS) established a team to redesign its Intranet web site (see http://www.state.me.us/newsletter/july2002/new_bis_intranet_site_coming.htm). This site improved the way BIS 1) announces its available technology services, and 2) does business with its customers. The Webmaster for the Intranet site http://inet.state.me.us/ is Peter Bossie.

This Spring, BIS chartered another team to review the BIS Internet web site, to ensure it meets the needs of BIS customers, Maine citizens, other state government agencies, and interested parties browsing the world wide web. On June 5, 2003 the new re-designed BIS Internet web site was published http://www.maine.gov/bis/. The Webmaster for the BIS Internet site is Carmen Fournier. This team, lead by Ginnie Ricker and Jim Lopastosky, consisted of Matt Howe, David Kirouac, Carmen Fournier, Bruce Hanson, Ron Grimard, Paul Sandlin, and Mary Cloutier.

## *What's New:* InforME's News Tool

**By Kelly Hokkanen**

*InforME has created a user-friendly, flexible mini-content-management-system for State of Maine webmasters whose sites are hosted on the www.maine.gov server. This free resource allows webmasters an easy way to maintain web content that is updated frequently and involves a set of multiple items of information in which each item includes the same type of data and is formatted the same way. The What's New tool can be used for press releases, a calendar of events, FAQs, a staff directory, a directory of office locations, a list of printed materials, and more.*

Just three weeks after the tool became available, fifteen agencies already have received *What's New* accounts and are using the tool for press releases, calendars, and other content. For Scott Woodruff of the Department of Conservation, this tool means that the Department's press releases can be posted by an administrative staff member, taking that workload off his shoulders as the webmaster for Parks and Lands. "Thank you and kudos to InforME for making this happen," he commented.

The *What's New* tool works by allowing webmasters to set up portions of a web site for dynamic content editing through a web-browser interface. Any authorized person (with a password) from the agency can update content for that portion of the web site via a web-browser without knowing HTML, without using special software, and without the worry of accidentally changing HTML coding or layout on the web pages.

**Maine.gov News System:** Agencies who use *What's New* to post press releases can participate in the new Maine.gov news system. The Maine.gov home page now displays the most recent headlines, and the News page allows the public the ability to search state news by keywords, date, or agency. Citizens can also select specific agencies' news to include on their My Maine.gov home page, and sign up to receive e-mail notifications when specific agencies' news items are released. Citizens, businesses, and the media are

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## InforME's News Tool, cont.

served by having a centralized source for state government news available to them 24/7.

**Features of *What's New*:**

- Password protected web interface for data entry of content items
- Set different levels of access for different users
- Flexible template system allows integration with the look and feel of any web site design
- One set of information can be displayed on multiple pages
- Auto-archiving and display control features to automate when items appear, disappear, or move to an archive page
- Use up to 10 custom-defined text fields

**Benefits of What's New:**

- Easy to use! Anybody can use the *What's New* news tool for data entry. There is no need to know programming and no need for special software.
- Efficient! The content items can be entered or updated by any authorized staff person, not just the webmaster.
- Risk free! Content editors can't accidentally change the page design or code.

*For more information on What's New and to request your free What's New account, please visit the following web site: http://www.state.me.us/webmasters/technical/whatsnew.html. You will find an on-line account request form and step-by-step instructions on using the news tool. For questions regarding your What's New account, please contact Kelly Hokkanen at 621-2600 x28 or send an e-mail to kelly@informe.org.*

## ISPB Adopts Web Site Development Standards

**By Dick Thompson, Chief Information Officer**

At its June 19th meeting, the Information Services Policy Board (http://www.state.me.us/policybd/june19agenda.htm) adopted Level 1 Web Site Standards. The purpose of these standards, which apply to all agencies within the Executive Branch of Maine State Government, is to:

- Reinforce Maine.gov identity and make it clear to users they are on a state site,
- Provide continuity in website appearance,
- Improve usability and accessibility,
- Ensure that critical state links appear on all agency sites, and
- Integrate agency sites and the portal, to support the "one government" approach and move away from bureaucratic separation of information.

The Web Standard policy may be reviewed at: http://www.state.me.us/webmasters/standards/index.html.

A key feature of this new policy is the adoption of a "sliver header" to be placed on all Executive Branch agencies' web pages. Agencies may request a waiver through the CIO's office. The waiver form is located on the CIO's website.


*Questions? Contact Carrie Gott, InforME General Manager by e-mailing carrie@neinetwork.com.*

*E-GOVERNMENT STUDY FINDS EASE, ENGAGEMENT, PRIVACY AND PROTECTION ARE TOP PRIORITIES*
*http://www.excelgov.org/displayContent.asp?NewsItemID=3399&Keyword=mReleases*

## Challenge

**By Lester Dickey**

Multiply together all the numbers from 1 to 100, inclusive. Starting at the right hand end of the result, how many consecutive zeros are there? For an additional challenge, but no prize, which is larger: the sum of all ODD numbers from 1 to 100 inclusive or the sum of all EVEN numbers from 1 to 100 inclusive? By how much?

Please e-mail **Lester Dickey** with your answer and your name, phone number, and the organization for which you work. Or call **Barbara Buck** at **624-9501**. The winner will be drawn from all the correct entries and will receive a **FREE** donated pizza, either from **CJ's Pizza** or from the **EDOC Cafeteria**. All answers must be in no later than the **14th** of the month.

Last month's challenge brought 74 submissions, with all being correct answers. The winner, chosen by random drawing, is **Michael J. Thompson** of **MRS**.

The answers to last month's Challenge are: "The cat crawled slowly through the undergrowth during the night." "The rubble was still smoldering from the massive blast even though the fire had been put out several hours ago." There are several other possible variations that also make good sentences.

# Use of State–Owned Information, and Technolgy (I.T.), and Related Communication Equipment Policy

*The purpose of this policy, effective June 18, 2003, is to set out the rules to be followed while using any or all of the State-owned information and technology equipment[1] under the control of the Department of Administrative and Financial Services (DAFS).*

**BACKGROUND**

The State of Maine "Freedom of Access Law" (1 MRSA, § 401-410) clearly provides that any and all materials, files, notes, records, copies, etc., regardless of the media used to store or transmit them (paper, film, microfiche, magnetic media, electronic media, etc.) in public offices or in the possession of public employees while at work are public property. As such, the public has access to those materials. All material created, modified, stored, moved, distributed, transferred, printed, imaged, or otherwise manipulated on State-owned office automation equipment is considered to be public property and, as such, is subject to examination by the public.

The law places some very narrow restrictions on the public access, such as personnel files, employment applications, employee testing and rating criteria, workers' compensation files, certain investigation files, etc., but most materials are subject to public viewing. Employees are advised that there should be no expectation of privacy when using any State-owned I.T. or related communications equipment.

E-mail systems, Internet and World Wide Web browsers, bulletin board systems, etc., are intended to be used for State business purposes. DAFS staff should be aware that cell phones and internet messages are generally not secure and can be easily intercepted by outside parties.[2] Voice mail and e-mail messages may have backup copies that cannot be deleted by the operator. A history of accessed web sites is recorded by most browser software. All of this information may be subject to release under a "Freedom of Access Law" request. In addition, DAFS staff and the Bureau of Information Services may monitor voice, e-mail, and Internet traffic to improve service levels, enforce this policy, and prevent unauthorized access to State systems.

Unofficial and/or unauthorized use of State-owned equipment places unanticipated and possibly excessive demands on the State's I.T. resources. Accessing unofficial and/or unauthorized sources unnecessarily exposes the State to the spread of computer viruses, which may be both costly and disruptive to clean from DAFS I.T. and related systems.

**POLICY**

State-owned I.T. equipment is made available to staff to conduct official DAFS business. The use of State-owned I.T. equipment to create, record, store, transmit, distribute, image, modify, print, download, or display inappropriate or unprofessional materials that demean, denigrate, or harass individuals or groups of individuals, on the basis of race, ethnic heritage, religious beliefs, disability, sexual orientation or gender, and/or materials that are sexually explicit or pornographic in nature, whether or not the material was intended to demean, denigrate or harass any employee or group of employees, is prohibited.

***Employees are advised that there should be no expectation of privacy when using any State-owned I.T. or related communications equipment.***

The State's e-mail is not to be used to forward or otherwise broadcast "chain letters," mass communications that are not work related, or solicitations for causes unrelated to the State's business, no matter how worthy the cause may be perceived to be.

If in doubt as to whether your proposed e-mail meets these guidelines, contact Personnel Services at 624-7400. Solicitations or mass communications for causes believed to be related to State business should be brief, not endorse any particular product or provider, and should refer readers to a webpage for further information. The Commissioner or his/her designee must approve such solicitations or mass mailings. [NOTE: In the Capitol area, Capitol Security must give written permission for solicitations. The Maine State Employees Combined Charitable Appeal is the only solicitation with on-going, or "blanket" approval]. State-owned automation equipment may not be used to conduct outside business nor may it be used in conjunction with any outside employment activity.

Additionally, state law makes it a crime to use a computer system operated by a state department or agency to advocate for or against a candidate for federal office, a constitutional office, an elective municipal, county or state office, including leadership positions in the Senate and House of Representatives, as well as to solicit contributions required by law to be reported to the Commission on Governmental Ethics and Election Practice.

Any personal use of State-owned I.T. equipment must be incidental in nature. Examples of incidental use may include, but are not limited to, brief e-mails, accessing an appropriate subject on the Internet, phone calls of an urgent nature, using computer capabilities incidental correspondence, etc.[3] The use of State-owned supplies represents a cost to the State and, as such, printing and copying for personal use is restricted to incidental use only. Any personal, incidental use of State-owned equipment shall not interfere with the Department's business activities, must not involve solicitation in any form, must not be associated with any outside business or employment activity, and must not potentially embarrass or offend the State of Maine, it's residents, it's taxpayers, or it's employees.[4]

[1] State information and technology and related communications equipment may include, but is not limited to: computer workstations, voice mail, computer networks, printers, copiers, telephones, fax machines, modems, fax modems, e-mail, local and wide area networks, Internet, and Intranet.

[2] Care should be exercised to avoid inadvertent disclosure of confidential information over these media.

[3] Certain telephone calls and expenses are allowable under the bargaining agreements.

[4] As is the case in other situations, the time associated with any incidental personal use of State-owned I.T. equipment must not intrude into an employee's work responsibilities.

## New Meeting Services

**By Ginnie Ricker**

*Q: How can we use our meeting time better?*

A: By using Teleconferencing (audio-conferencing) and Web Conferencing services when establishing a meeting.

During the last few months, a small team has been reviewing the current teleconferencing processes used by State agencies. Although we do have some statistics for teleconferencing services used by State agencies, we do not believe it is all encompassing. We found that many State agencies either use their own vendor for teleconferencing services or do not realize that these services are available, or feel that meeting in person is the best way.

By utilizing tele/web conferencing services, individuals can reduce "travel reimbursement" expenses, stay right at their office and be more productive (minimized travel time) and for many people, multi-tasking while on a teleconference is even a better option.

Our team has developed functionality requirements for both Teleconferencing and Web Conferencing Services. The RFP was approved and advertised beginning on March 31, 2003. Our team has since met to review and begin scoring the proposals.

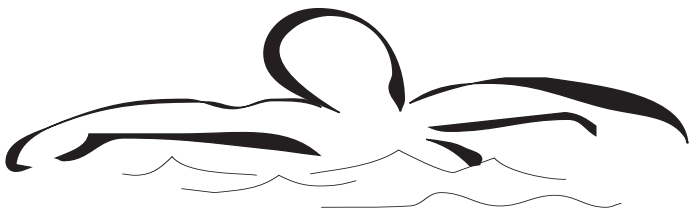
We are excited about the prospect of being able to provide agencies a solution to meet their teleconferencing and web conferencing needs.

Below some of the requirements that we are asking for:

Bill the originating agency directly for services
Offer conventional direct dial or toll free services
Provide conference calling capabilities 24 x7
Establish a teleconference call within minutes of scheduling
Expand teleconference audience as needed during call
User to schedule calls using web or telephone services
Provide web conferencing services to include:
- Participant Lists
- Share slide shows
- Share documents
- Security access

Within a few months, a vendor will be selected and agencies that currently do not utilize any conferencing services will have an opportunity to give it a try.

*Thanks to team members; Lavana Snyder (BIS), Dave Rodrigue (BIS), Elizabeth Symonds (DOT), Dorothea Socea (DECD) and Donna Grant (DEP).*



## Notes of Interest!

### Blanca Hoax Circulating

The message below is circulating in state e-mail. It urges readers to delete the program jdbgmgr.exe, and is a hoax. The following link, *http://support.microsoft.com/default.aspx?scid=kb;en-us;Q322993&* provides explanatory details.

Sample Hoax text: Blanca virus has been passed to me. My address book in turn has been infected. You are in my address book so there is a good chance you will find it in your computer, too. I followed the directions below and I eradicated the virus easily……

### Translating PDF Files to Text

There are now a couple of ways to translate PDF files to text:

1. Click on the icon that has a large T with a dotted box to the right of it. Then highlight the text you want to copy. Paste text into a document in Notepad, Wordpad or Word, whatever...
2. Choose File/Export document to text. This converts the whole file to text.

Look in the Acrobat Reader Help under "Printing, Saving, and Working with PDF documents" for all the details—especially the "saving" section.

### Want to know what to do with the inkjet cartridges you use at home?

Enviro Smart, a division of NuKote International, provides free packaging and postage. Check your local Post Office for a display of the postage paid envelopes. The cartridge should be placed in the original or new cartridge packaging before it is placed in the postage-paid envelope. The address is Recycling Center, PO Box 68300, Franklin, TN 37068-9111.

# Introducing Lisa Weymouth

## *Data Communication/Customer Support Coordinator*

**By Mary N. Cloutier**

Formerly employed by the Department of Labor (DOL), Lisa joined the Bureau of Information Services' (BIS) Customer Support Center (CSC) in June 2002. (A veteran of State employment, Lisa started her career 17 years ago at the Department of Human Services.) While at DOL as a computer tape librarian, Lisa had her first taste of "help desk" work, by filling in at DOL's help desk when others were out.

What does Lisa like about customer service work? "I'm always learning in my current job" she says. For example, Lisa has recently been assigned to create and send the weekly change notes to all interested BIS customers. These notes are used to alert customers of upcoming scheduled changes, which could impact their systems. State employees can view the change calendar on the CSC's web site http://inet.state.me.us/bis/csc/. Lisa has also taken a number of desktop computer classes – most recently Outlook, which helped her to post the change calendar on the Intranet.

Lisa also enjoys learning about computers away from the job. For example she has installed a CD burner in her Dad's computer after teaching herself how to do it by reading manuals. After that success, she is her Dad's personal help desk attendant, and he calls often! She has also taught herself how to upgrade the memory in her home computer, and has downloaded software to enhance her system's security. Lisa uses her home system to purchase airline tickets, research poison ivy cures for a friend, locate information on breeding Golden Retriever dogs, pruning shrubs, etc. "The Internet is a fabulous resource for solving every day problems as they come up", says Lisa. "When I found a tick on my new puppy, using the Internet, I quickly was able to discover what type of tick it was, and how I should safely remove it to prevent Lyme disease."

*Lisa enters a trouble ticket after talking to a BIS customer.*

Katie, Lisa's 14 year old daughter also uses the home computer for homework.

When not working or sporting, Lisa enjoys creating crafts – usually to give as gifts. Her family and friends have been delighted with gifts of handmade candles, cards, and painted clay figures. Lisa also likes to paint with oils, and has taken a Bob Ross class at Michaels. She is also interested in photography, and took an Introduction to Forensics class where she learned how to correctly photograph a crime scene.

Never a dull moment with Lisa – neither at the Customer Support Center nor at home.

## *TRANSITIONS*

**Technology personnel changes in your agency? Send notices to *mary.cloutier@maine.gov* to have them posted here.**

***Sandy Swallow*** has been selected for the Information System Support Specialist position in the Bureau of Information Services' Desktop Applications section effective June 2, 2003.

Send your comments or suggestions to us at:
neb.newsletter@maine.gov or via our newsletter Web site on the Internet at:
http://www.maine.gov/newsletter/index.htm

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